

# Handling Household Contacts

## COVID-19 Community Team Outreach

This revised job aid includes the latest iteration of the household feature as of September 24<sup>th</sup>.

**NOTE: All the members of a household should have separate contact profiles within the household. Each contact must receive individual assessments.**

*CCTO's household feature can help to streamline your outreach and reduce data entry:*

### Creating a New Household

The household feature allows you to create a grouped profile for contacts whom it is advantageous to group together to reduce data entry and streamline outreach. If you know you will be entering new contacts who are members of the same household, **create the household first**.

1. To create a new household, **begin on the Households Tab and select "New."**
2. In the "Household Name" field, type an identifying name for your household per your local guidance.
3. If known, you can then use "Primary Contact" to indicate a member of this household who may be speaking on behalf of others; however, it is recommended that you create the household first before creating this contact. You can return to the household profile and add this primary contact at any time.
4. Indicate the primary language of this household in "Preferred Language."
5. Fill out the boxes for "Source Case Info," "Contact Information," and "Address" with information appropriate to the whole household. **This information will carry over to new contacts you create within this household to help reduce data entry; however, you are always able to edit and adjust information as needed for individual contacts.**
6. Click "Save" when you are finished. This profile will now appear in your "Households" Tab, and you can add contacts to it.

- 1 **"New"**
- 2 **"Household Name"**
- 3 **"Primary Contact"**
- 4 **"Preferred Language"**
- 5 **Populate Household Info**
- 6 **"Save"**

H#	Household Name
H-0000000951	Banks Family
H-0000000802	Brady Family
H-0000001196	Family Household123
H-0000001200	Glass Family
H-0000000672	House Trial Household
H-0000001146	Peanut Household Family

**HOUSEHOLD INFORMATION**

H# ---

Household Name \* **Ingalls Family**

Primary Contact ---

Preferred Language **English**

**Source Case Info**

NC-COVID Event ID of Source Patient #1 **101200300**

Last Date of Exposure to Source Patient #1 9/24/2020

Ongoing Exposure **Yes**

NC-COVID Event ID of Source Patient #2 ---

Last Date of Exposure to Source Patient #2 ---

Source Patient Name ---

**Contact Information**

Country Code ---

Mobile Phone (will be used for text messages) **1-555-444-7777**

Phone #2 ---

Phone #3 ---

Email **ingallsfamily@littlehouse.com**

Preferred Method of Contact **Phone Call**

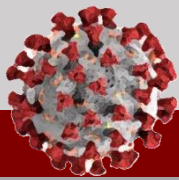
**ADDRESS**

Street 1 **123 Little House Lane**

Street 2 ---

City **Duck**

H#	Household Name
H-0000000951	Banks Family
H-0000000802	Brady Family
H-0000001196	Family Household123
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H-0000001295	Ingalls Family



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### Adding New Contacts to Your Household

This process is for **new contacts who have not yet been entered in CCTO**. See below for adding existing contacts.

1. Always **begin this process on the household's profile to reduce data entry**. Select "Household Members" from the top of the household profile to see any existing members.
2. Select "New Contact" on the **RIGHT** of the screen to add a new contact (who does not currently exist in the system) to this household.
3. Because you started from the "Household Members" page, a New Contact screen will appear **with pre-populated information from the household profile**. Input the remaining information about your new contact or adjust any of the pre-populated information as needed.
4. Click "Save and Close" when finished to return to the "Household Members" page, and repeat the process if necessary.

- 1 "Household Members"
- 2 "New Contact"
- 3 Input Remaining Info
- 4 "Save & Close"

**NOTE: Always enter all the members of a household as separate contacts, including as much information as possible about each individual. Each contact will receive separate assessments.**

### Adding Existing Contacts to Your Household

**Note that existing contacts do not take on household information when they become members of a household, so it is always best to create households first whenever possible.**

1. Begin on the contact's profile. Under "Basic Info," use the "Household" field to search and select the household you have created that applies to this contact.
2. Save your work.
3. Your contact will now appear as a member of your household.

- 1 "Household"
- 2 "Save"
- 3 Updated Household



## Reassigning & Deactivating Households

- 1 "Assign"
- 2 Deactivating members

## Indicating Household Relationships

- 1 **Contact Profile**
- 2 **"Household Relationship"**
- 3 ***Confirm Info for Minors***
- 4 **"Save & Close"**

The collage illustrates the process of deactivating a contact in the ARIAS system. It includes screenshots of the 'Household Members' table, the 'Deactivate' button, the 'Deactivate' confirmation dialog, and the 'Contact' form for 'Laura Ingalls'.